



Position Description - Academic Support Officer

Description and Selection Criteria

Lincoln Education Australia (LEA)

Lincoln Education Australia is a values-based, not-for-profit institution offering innovative, contemporary courses and exceptional teaching in a high-quality, multi-cultural learning environment with modern facilities and wide-ranging academic and learning support services. LEA promotes a culture of performance excellence through regular professional learning activities and leadership programs.

The Lincoln Education Australia vision is to become a world-class provider of higher education committed to preparing graduates with advanced knowledge and skills for career success, for transforming society and for responsible global citizenship. Our mission is to advance knowledge and scholarship, prepare students as critical and creative thinkers capable of responding to real-world challenges, develop leaders, inspire entrepreneurs and promote lifelong learning.

LEA begins operation in 2023 with a Bachelor and Masters degree that combine Business, Information Technology and Cyber skills. **These are entirely new degrees developed in collaboration with leading Australian and international academics drawn from business, IT and cybersecurity studies.** This position offers an exciting opportunity for the successful applicant to contribute knowledge, creativity and energy to operationalise LEA's vision and mission during the inaugural year and to and shape future directions.

Position Purpose

The Academic Support Officer (ASO) supports students who have a range of learning needs, providing a variety of approaches to allow each student to reach their full academic potential, and is part of a high performing teaching and learning team focused on providing students with access to the resources they need to engage in outstanding academic success.

The ASO provides support and management of the relevant operations of LEA, within the broad parameters of LEA's strategic directions, in accord with LEA mission and Strategic Plan 2021-26. Promote and foster organisational culture of high quality education embracing cultural diversity instilling humane values and intercultural awareness.

Position Description

The ASO is appointed on a five-year renewable contract basis and is responsible for the delivery of responsive, proactive and consistent administrative, technical and management support to enable the academic outcomes of LEA. The ASO provides student learning support services to enable the smooth and efficient running of LEA



and to contribute to the management of LEA's academic offerings and various services to students.

The level of appointment is dependent on qualifications and experience. Academic equivalency is assessed on a combination of formal qualifications and professional experience. The minimum requirement is a Bachelors degree or Diploma and 3 to 5 years of relevant professional or practice based experience.

Responsibilities and Duties

- Planning and delivering programs and events to support lifelong learning;
- Digitally literate and keen to share knowledge and skills;
- Committed to providing a welcoming space for diverse ages, groups and cultures;
- Enthusiasm and experience in planning and delivering quality academic success programs;
- Providing timely student services to support learning;
- Delivering quality customer service;
- Organising student learning support activities including workshops, mentoring and counselling.
- Supporting the efficient management of cost-effective library and information services, including learning systems, technology and e-library;
- Ensuring accurate student information is recorded through the use of LEA's Student Management System (SMS);
- Working with LMS support staff to ensure that information in the LMS is current and useful to students;
- Ensuing administrative procedures are followed to meet the standard of service and reporting;
- Monitor and address any study / work place disputes, complaints and harassment allegations;
- Ensure that all the operations are consistent with LEA policies and plans, including privacy, confidentiality, copy rights, security and safety and also in accordance with the required government legislations and laws;
- Participate and support in LEA's activities and various committees as needed; and
- Any other duties that the COO, Dean and the Management might give from time to time.

Essential Selection Criteria

- Bachelors degree or Diploma within a related discipline;
- At least 3 to 5 years of related experience;
- Good organisation, communication, time management and problem solving skills and the ability to plan and prioritise, organise and manage tasks;
- Good interpersonal, team and stakeholder management skills, as well as excellent communication and presentation skills;
- A high level of attention to detail with the ability to prioritise tasks and work both



- independently and as part of a team; and
- Demonstrated computer proficiency and experience.

Desirable Selection Criteria

- Experience in the higher education is preferred.

Equity and Diversity

LEA is an equal opportunity employer. Equality of opportunity and access is a critical priority for the institution. All LEA staff are wholly committed to equal opportunity in education, employment, and the welfare of students and staff. All staff at LEA are recruited and promoted on merit.

Occupational Health and Safety (OHS)

All staff recruited to LEA are inducted into a safe and healthy working environment. All staff at LEA are required to take all reasonable precautions for their own health and safety and that of other personnel who may be affected through their conduct. All staff are required to understand OHS responsibilities applicable to their position in LEA. Additional OHS responsibilities apply for staff supervisors, Managers, and other senior LEA personnel.

Reporting Relationship

The ASO reports to the Librarian and works closely with Academic teaching staff.

Remuneration Package

An attractive package is negotiable and includes superannuation and other benefits. Professional development as applicable will be provided.

For queries, please contact
Srinivas Avvari
Chief Operating Officer
Email: coo@lincolnaustralia.nsw.edu.au
Stating the job title in the Subject line